



Cisco Unified IP Phone 7960G and 7940G Release Notes for Firmware Release 8.0(6) (SCCP)

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Use these release notes with a Cisco Unified IP Phone 7960G and 7940G running SCCP firmware release 8.0(6). This firmware release is compatible with Cisco Unified Communications Manager releases 6.0, 5.1, 5.0, 4.3, 4.2, 4.1, and 4.0.

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Related Documentation

Cisco Unified IP Phone Documentation

Refer to publications that are specific to your language, phone model and Cisco Unified Communications Manager release. Navigate from the following documentation URL:

http://www.cisco.com/en/US/products/hw/phones/ps379/tsd_products_support_series_home.html

Cisco Unified Communications Manager Documentation

Refer to the Cisco Unified Communications Manager Documentation Guide and other publications specific to your Cisco Unified Communications Manager release. Navigate from the following URL:

http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd_products_support_series_home.html



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Cisco Unified Communications Manager Business Edition Documentation

Refer to the Cisco Unified Communications Manager Business Edition Documentation Guide and other publications that are specific to your Cisco Unified Communications Manager release. Navigate from the following URL:

http://www.cisco.com/en/US/products/ps7273/tsd_products_support_series_home.html

Installation Notes

Before using the Cisco Unified IP Phone 7960G or 7940G with Cisco Unified Communications Manager release 4.0 or later, you must install the latest firmware on all Cisco Unified Communications Manager servers in the cluster.

To download and install the firmware, follow these steps:

Procedure

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- Step 1** Go to the following URL:
<http://www.cisco.com/cgi-bin/tablebuild.pl/ip-7900ser>
- Step 2** To download the firmware for Cisco Unified IP Phone 7960G and 7940G, select one of the following files and follow the prompts:
- For Cisco Unified Communications Manager 4.3, 4.2, 4.1, and 4.0:
cmterm-7960-7940-sccp.8-0-6.exe
 - For Cisco Unified Communications Manager 5.0(1), 5.0(2), and 5.0(3):
cmterm-7960-7940-sccp.8-0-6.cop
 - For Cisco Unified Communications Manager 5.0(4) and later:
cmterm-7960-7940-sccp.8-0-6.cop.sgn
- Step 3** To download the Readme file, which contains installation instructions for the corresponding firmware, go back to the URL shown in [Step 1](#) and select this file:
cmterm-7960-7940-sccp.8-0-6-readme.htm
- Follow the instructions in the Readme file to install the firmware.
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Important Notes

This section contains these topics:

- [Hookswitch Timer is Too Short](#)
- [No Dial Tone or Alert Signal with Cisco Unified Communications Manager 3.\(x\)](#)

Hookswitch Timer is Too Short

CSCsi50585—Hookswitch timer is too short on Cisco Unified IP Phone 7940. The debounce timer for the Cisco Unified IP Phone 7960G and 7940G, is increased from 100 msec to 200 msec, to eliminate call loss when performing quick, on-hook operations. Refer to [Table 1](#) for more information on resolved defects.

No Dial Tone or Alert Signal with Cisco Unified Communications Manager 3.(x)

CSCsj84236—Dial Tone and Ring Back on Cisco Unified IP Phone 7960G and 7940G is not compatible with Cisco Unified Communications Manager 3.(x). For more information, refer to [Using Bug Toolkit, page 3](#).

Caveats

This section contains these topics:

- [Using Bug Toolkit, page 3](#)
- [Open Caveats, page 4](#)
- [Resolved Caveats, page 4](#)

Using Bug Toolkit

Known problems (bugs) are graded according to severity level. These release notes contain descriptions of:

- All severity level 1 or 2 bugs.
- Significant severity level 3 bugs.

You can search for problems by using the Cisco Software Bug Toolkit.

To access Bug Toolkit, you need the following items:

- Internet connection
- Web browser
- Cisco.com user ID and password

To use the Software Bug Toolkit, follow these steps:

Procedure

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- Step 1** To access the Bug Toolkit, go to http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl.
 - Step 2** Log on with your Cisco.com user ID and password.
 - Step 3** Click the **Launch Bug Toolkit** hyperlink.
 - Step 4** To look for information about a specific problem, enter the bug ID number in the “Enter known bug ID” field and click **Search**.
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Open Caveats

There are no open defects for firmware release 8.0(6).

Resolved Caveats

Table 1 lists Severity 1, 2 and 3 defects that are resolved for Cisco Unified IP Phone 7960G and 7940G using the SCCP version of firmware release 8.0(6).

For more information about an individual defect, you can access the online record for the defect by clicking the Identifier or going to the URL shown. You must be a registered Cisco.com user to access this online information.

Because defect status continually changes, be aware that Table 1 reflects a snapshot of the defects that were resolved at the time this report was compiled. For an updated view of resolved defects, access Bug Toolkit as described in the [Using Bug Toolkit, page 3](#).

Table 1 Resolved SCCP Caveats for Cisco Unified IP Phone 7960G and 7940G

Identifier	Headline and Bug Toolkit
CSCsh85947	No audio after high delay or jitter on network with G.729 http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh85947
CSCsh89961	Choppy audio or jitter in incoming Realtime Transport Protocol (RTP) to Cisco Unified IP Phone 7960G causes one-way audio http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsh89961
CSCsi18540	In speakerphone disabled state, 'Dial' softkey is active in a scenario http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsi18540
CSCsi55407	Cisco Unified IP Phone stops playing alerting tone after playing call waiting tone http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsi55407
CSCsj09232	Cisco Unified IP Phone stuck in a loop in the Personal Address Book http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsj09232
CSCsj16673	Cisco Unified IP Phone does not play alerting tone in certain transfer scenario http://www.cisco.com/cgi-bin/Support/Bugtool/onebug.pl?bugid=CSCsj16673

Obtaining Documentation, Obtaining Support, and Security Guidelines

For information on obtaining documentation, obtaining support, providing documentation feedback, security guidelines, and also recommended aliases and general Cisco documents, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

Cisco Product Security Overview

This product contains cryptographic features and is subject to United States and local country laws governing import, export, transfer and use. Delivery of Cisco cryptographic products does not imply third-party authority to import, export, distribute or use encryption. Importers, exporters, distributors and users are responsible for compliance with U.S. and local country laws. By using this product you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.

A summary of U.S. laws governing Cisco cryptographic products may be found at: <http://www.cisco.com/wwl/export/crypto/tool/stqrg.html>. If you require further assistance please contact us by sending email to export@cisco.com.

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